



# DEA Career Gateway by USA Staffing

## Frequently Asked Questions

**Q1: How do I apply to a job vacancy at DEA?**

**A1:** Click the below link to access the "Application Manager Quick Start Guide". The Application Manager Quick Start Guide contains information about how to use Application Manager and applicants can search different topics when applying for a job.

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Application\\_Manager](http://help.applicationmanager.gov/ApplicantHelp/index.php/Application_Manager)

**Q2: How do I create a new account in Application Manager?**

**A2:** To create a new account in Application Manager; click the below link for instructions on how to create a new account.

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Creating\\_an\\_account](http://help.applicationmanager.gov/ApplicantHelp/index.php/Creating_an_account)

**Note:** Once you create an account in Application Manager through USAJobs to apply for a DEA job vacancy; you will no longer have to log in to your Application Manager account. When you log in to your USAJobs account it will link to your Application Manager account. Remember to keep your password in a secure place.

**Q3: How do I log into Application Manager?**

**A3:** Click the below link for instructions on how to log into Application Manager and solutions for log in related problems.

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Logging\\_into\\_Application\\_Manager](http://help.applicationmanager.gov/ApplicantHelp/index.php/Logging_into_Application_Manager)

**Q4: How do I recover a User Name and/or Password?**

**A4:** Click the below link for instructions on how to recover your User Name and/or Password.

**Recovering User Name:**

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Recovering\\_your\\_user\\_name](http://help.applicationmanager.gov/ApplicantHelp/index.php/Recovering_your_user_name)

**Recovering Password:**

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Recovering\\_your\\_password](http://help.applicationmanager.gov/ApplicantHelp/index.php/Recovering_your_password)



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**Q5: How do I know which documents are required for an application?**

**A5: You can view which documents are required for the job you are applying to in the [Vacancy Announcement](#) in the “How to Apply” section.**

You can also view the required documents and the status of each document in Application Manager under “Application Package Status”. Click the link below for instructions on how to view which documents are required, status, and the checklist.  
[http://help.applicationmanager.gov/ApplicantHelp/index.php/Determining\\_which\\_documents\\_are\\_required\\_for\\_an\\_application](http://help.applicationmanager.gov/ApplicantHelp/index.php/Determining_which_documents_are_required_for_an_application)

**Q6: How do I upload my supporting documents in Application Manager?**

**A6: To upload supporting documents in Application Manager; go to the “Upload Documents” page. Click the link below for instructions on how to upload documents.**

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Upload\\_Documents\\_Page](http://help.applicationmanager.gov/ApplicantHelp/index.php/Upload_Documents_Page)

**Q7: Can I fax in my supporting documents?**

**A7: Yes, you can fax in your supporting documents. To fax supporting documentation;**

1. Print a copy of the fax cover sheet. A fax cover sheet pre-populated with the necessary information (name, SSN, and vacancy identification number) to process your fax for the application on which you are working can be obtained on the [Upload Documents Page](#). A blank cover sheet can be obtained through the following URL <https://staffing.opm.gov/pdf/usascover.pdf>.
2. Complete the fax cover sheet, verifying accuracy and legibility to ensure the fax is appropriately matched with your application.
3. Place your supporting documents under the completed fax cover sheet and fax them to **1-478-757-3144**. Please allow 2-3 business days for processing of the fax. If you applied online, you can log back later to verify the status of your faxed documents. For additional information, see [Details Tab](#).



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**Q8: Do I have to upload new supporting documents every time I apply for a job?**

**A8: No, you do not have to upload a new supporting documents every time you apply for a job. Once you have uploaded documents directly into Application Manager, these documents will be available for re-use. Click the below link for additional information on how to re-use uploaded documents.**

[http://help.applicationmanager.gov/ApplicantHelp/index.php/ReUse\\_Documents\\_Page](http://help.applicationmanager.gov/ApplicantHelp/index.php/ReUse_Documents_Page)

**Q9: I have a new resume that I want to upload, can I delete my old resume in application manager?**

**A9: It is not possible in this version of Application Manager to delete documents; however, you can add new ones. If you submit multiple copies of a document type, the reviewers can tell from the upload date(s) and time(s) which document is the most recent. Click the below link for instructions on how to add supporting documents to an application.**

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Adding\\_supporting\\_documents\\_to\\_an\\_application](http://help.applicationmanager.gov/ApplicantHelp/index.php/Adding_supporting_documents_to_an_application)

**Q10: How do I check the status of my application?**

**A10: To check the status of your application submitted after June 11, 2012; click the below link for instructions on how to review the status of an application. If your application was submitted before June 11, 2012 please contact the Human Resources Contact listed on the vacancy announcement.**

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Checking\\_the\\_status\\_of\\_my\\_application](http://help.applicationmanager.gov/ApplicantHelp/index.php/Checking_the_status_of_my_application)

**Q11: How do I edit my profile information in Application Manager?**

**A11: Click the below link for instructions on how to edit your profile in Application Manager.**

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Editing\\_my\\_profile\\_information](http://help.applicationmanager.gov/ApplicantHelp/index.php/Editing_my_profile_information)



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**Q12: I want to update my name in my account, how do I change my name in my Application Manager account?**

**A12: You can change your name in Application Manager only when submitting an application. Please do not create a duplicate account with a different name as this will prevent you from submitting your application at a later step and you will require help desk assistance to clear the duplicate account so you can submit your application. Click the link below for instructions on how to change your name.**  
[http://help.applicationmanager.gov/ApplicantHelp/index.php/Changing\\_my\\_name](http://help.applicationmanager.gov/ApplicantHelp/index.php/Changing_my_name)

**Q13: I am a DEA employee. Can I access Application Manager from my firebird machine?**

**A13: Yes, any applicant applying for a DEA position must locate the job via the USAJobs website ( <https://www.usajobs.opm.gov/> ). Due to the new hiring reform requirements all Federal agencies are mandated to have one entry point (USAJobs) for the application process. *Note: USAJobs is accessible via firebird machines.***

**Q14: Who do I contact when I have a problem with my application in Application Manager?**

**A14: To report a problem with Application Manager, send an email message to [ApplicationManagerHelpDesk@opm.gov](mailto:ApplicationManagerHelpDesk@opm.gov). In your message, provide the following information if possible:**

- Your Application Manager user name
- The nature of the problem
- The steps you took before the problem occurred
- The main statement of any error message you may have received. (You may attach a screen capture of the error message if you know how to do this.)



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**Q15: What email address should I use in my DEA Career Gateway profile?**

**A15:** It is highly suggested that applicants use a personal email address in their Application Manager profile. This way, applicants can retrieve notifications from home and on the weekends. If you use your DEA or .GOV email address keep in mind that your email notifications from the Application Manager may be diverted to your Junk Mail folder in your email.

**Q16: I do not want to submit my application right away, can I save my responses and complete my application later?**

**A16:** Yes, you can go back and complete your application as long as the vacancy announcement status is still OPEN. The questionnaire and application will open where you left off. Click the below link for instructions on how to "Submit a Saved Application Package".

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Submitting\\_a\\_saved\\_Application\\_Package](http://help.applicationmanager.gov/ApplicantHelp/index.php/Submitting_a_saved_Application_Package)

**Q17: How can I view the agency correspondence sent to me in Application Manager?**

**A17:** To view the acknowledgement letter or the agency correspondence sent to you in Application Manager. Click the link below for instructions on how to view the agency correspondence.

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Viewing\\_agency\\_correspondence\\_sent\\_to\\_me](http://help.applicationmanager.gov/ApplicantHelp/index.php/Viewing_agency_correspondence_sent_to_me)

**Q18: Can I view my questionnaire answers submitted in my application?**

**A18:** Yes, you can view and print the application questions and the answers you submitted for any job you applied to. Click the link below for instructions on how to view and print your submitted questionnaire answers.

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Viewing\\_and\\_printing\\_my\\_answers\\_for\\_a\\_specific\\_application](http://help.applicationmanager.gov/ApplicantHelp/index.php/Viewing_and_printing_my_answers_for_a_specific_application)



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**Q19: Can I update my previously submitted questionnaire answers in my application?**

**A19:** Yes, you can update your questionnaire answers as long as the job announcement is still **OPEN**. You can make changes and update your answer without starting over. Click the below link for instructions on how to change your previously submitted questionnaire answers.

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Changing\\_my\\_previously\\_submitted\\_questionnaire\\_answers](http://help.applicationmanager.gov/ApplicantHelp/index.php/Changing_my_previously_submitted_questionnaire_answers)

**Q20: How do I use the online "Help" link?**

**A20:** The Application Manager online help content is context-sensitive. When you click the Help button  located on the top-right corner in Application Manager, the online help will open on the specific topic matching the Application Manager page you are currently on.

Click  button to access context-sensitive online help content explaining the Application Manager page you are currently viewing. The Application Manager content also has a complete table of contents and Search function to assist you in quickly finding what you are looking for. You can access the online Help by clicking the help button located on the top-right corner of the Application Manager page or click the below link.

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Application\\_Manager](http://help.applicationmanager.gov/ApplicantHelp/index.php/Application_Manager)

**Q21: I have an older version of Internet Explorer on my computer; what is Application Manager internet browser compatibility?**

**A21:** The following internet browser versions have been tested and are now compatible with USA Staffing.

- Internet Explorer 8 or higher
- Firefox
- Chrome
- Safari



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The following are internet browser requirements for Application Manager.

- Your internet browser must support Secure Socket Layer with 128-bit encryption.
- Javascript must be enabled.
- If you use a pop-up blocker, you may need to adjust it to allow new windows to open for online help and for using the View/Print My Answers functions.
- Your browser must be set to allow session cookies from <https://applicationmanager.gov/>. Click the below link for instructions on how to "Configuring your browser to accept cookies from Application Manager." [http://help.applicationmanager.gov/ApplicantHelp/index.php/Configuring\\_your\\_browser\\_to\\_accept\\_cookies\\_from\\_Application\\_Manager](http://help.applicationmanager.gov/ApplicantHelp/index.php/Configuring_your_browser_to_accept_cookies_from_Application_Manager)

**Q22: Is my Personal Identifiable Information (SSN, First Name, Last Name, etc.) secured in Application Manager?**

**A22:** Application Manager collect personally identifiable information (name, email address, Social Security number, or other unique identifier) only if specifically and knowingly provided by you. Some of this information may be stored in the Account Profile you create, and we may re-use this information—as a convenience to you—to partially complete subsequent job application packages you initiate. Your SSN, however, is not kept in your account profile for anyone to see.

We only share the information you give us with another government agency when it is necessary to do so as part of the assessment procedure to determine your qualifications for jobs for which you apply; or when you meet the criteria for referral and consideration for a job vacancy; or if your inquiry relates to that agency, or as otherwise required by law.

We do not give the personally identifiable information you provide in Application Manager to any private organizations. We do not collect information for commercial marketing.

**Q23: Is it safe for me to use a public computer to apply to a DEA job?**

**A23:** Application Manager has been informed by security experts that under certain circumstances, copies of your documents may remain on the computer's hard drive even after you close the browser and turn off the computer. This poses a risk that your private information might be available for others to see, unless you follow the steps we explain in the below link to delete them. This may be of particular



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concern if you are working from a computer shared by other users, such as in a library or other public place.

To remove copies of your documents that may be stored on the computer after you view them, click the below link and follow the instructions on clearing the cache in Internet Explorer.

[http://help.applicationmanager.gov/ApplicantHelp/index.php/Securing\\_Your\\_Application\\_Manager\\_Account](http://help.applicationmanager.gov/ApplicantHelp/index.php/Securing_Your_Application_Manager_Account)

**Q24: How long can I continue to access myaccount in the old version of Career Gateway?**

**A24: Applicants can continue to access their Career Gateway account until September 7, 2012. Please keep in mind that DEA jobs are no longer advertised on this version of Career Gateway. All DEA job openings are posted on USAJobs <https://www.usajobs.gov/>.**